



# PRESS RELEASE

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**FOR IMMEDIATE RELEASE**

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## **Fort Campbell TRICARE Service Center to end walk-in admin service**

**FT. CAMPBELL, Ky.** — Keeping up with the rapidly increasing number of TRICARE beneficiaries who most often turn to a laptop or cell phone when they have questions, walk-in service at Fort Campbell's TRICARE Service Center will no longer be available as of April 1. Find out more at [www.tricare.mil/TSC](http://www.tricare.mil/TSC).

TRICARE beneficiaries seen in the Fort Campbell local network and patients at Blanchfield Army Community Hospital will still have a wide variety of secure, electronic customer service options available through [www.tricare.mil](http://www.tricare.mil). The new "I want to ..." feature puts everything beneficiaries want to do online right on the front page of [www.tricare.mil](http://www.tricare.mil).

When walk-in service ends April 1, beneficiaries who want get personal assistance can call Humana Military at 1-800-444-5445 for enrollment and benefit help. All health care, pharmacy, dental and claims contact information is located at [www.tricare.mil/contactus](http://www.tricare.mil/contactus). Beneficiaries can get 24/7 TRICARE benefit information at [www.tricare.mil](http://www.tricare.mil), and make enrollment and primary care manager changes, and more online at [www.tricare.mil/enrollment](http://www.tricare.mil/enrollment).

Rather than driving to an installation TSC, TRICARE beneficiaries can even combine high-tech with low-tech by downloading health care forms online and sending them in the old fashion way, through the U.S. mail – at a cost of less than 50 cents.

Walk-in customer service is also the most expensive possible customer service option. By eliminating walk-in customer service at TSCs, the Department of Defense will significantly reduce costs. The change does not affect TRICARE benefits or health care delivery.

Local TRICARE beneficiaries may go to the Humana Military website at [www.humana-military.com](http://www.humana-military.com) to review TRICARE plans; enroll; receive health and wellness information and to receive other informative tools and resources.

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